Product Number: 4219.03.15

FINANCE – MISCELLANEOUS SYSTEMS

Effective Date: July 1, 2014
Revision Date: June 30, 2015
Version: 001
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Finance has several systems that, while not large, have an impact State-wide and/or wider. CLCS Loans is the only system supported by the vendor. All other systems are supported by DTS.

The Transparency system is supported and hosted by Utah Interactive. The data is extracted from the Data Warehouse and delivered to UI for loading. This process is managed and supported by DTS staff within the Data Warehouse team. The testing of the application is also provided by the DTS staff.

The application servers that these systems run on have been moved to virtual servers and are hosted by DTS Infrastructure. Ongoing maintenance and support of these virtual servers (and the underlying physical hardware) is the responsibility of DTS Infrastructure. This includes backup processing using the Tivoli backup methodology.

The Sybase database server that the Finder and Taxi systems run on has been moved to a virtual server and is hosted by DTS Infrastructure. Ongoing maintenance and support of this virtual server (and the underlying physical hardware) is the responsibility of DTS Infrastructure. This includes backup processing using the Tivoli backup methodology.

The hours of support required for Misc Systems are listed below.

Application	Support Hours	Days of Week
Taxi	Business Hours	Monday - Friday
CLCS Loans	Business Hours	Monday - Friday
Imaging / Content Manager	Business Hours	Monday - Friday

Misc Support	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Finder	A system used to match up and intercept debts owed to the State and other entities against tax refund payments made by the State. Disbursements is the business owner of this system.
Taxi	A system used to inform the State Treasurers Office how to distribute sales tax collections to local governments. Disbursements is the business owner of this system.
CLCS Loans	A system used to track loans for the State. All disbursements are entered in the system manually and are based on disbursements in FINET. Loan payments are entered in the loan system and interface into FINET. Financial Reporting is the business owner of this system. NOTE: The product manager for this system is: Marcie Handy 801.538.1678 mhandy@utah.gov
Imaging/Content Manager	A system that scans documents using user defined templates for indexing and makes them available for retrieval. Financial Information Systems is the business owner of this system.
Miscellaneous support	Any application not specifically mentioned but currently installed/running in Finance will continue to be supported by DTS.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
All items not included in the design	Functionality that is not included in the design of the various systems or explicitly required and agreed upon as an enhancement is not included

FEATURES NOT INCLUDED

FEATURE	DESCRIPTION	BASE RATE
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	$74.00/hr

ORDERING AND PROVISIONING

N/A

DTS RESPONSIBILITIES

DTS is responsible for:
- Utilizing DTS methodologies for development and implementation of changes and enhancements
- Being able to customize the deliverable as requested by the customer
- Maintaining the system per the request of the user within the hourly rate
- Managing technical aspects of the project for making enhancements or implementing system updates / upgrades
- Ongoing maintenance and support for the application servers. These virtual servers are hosted and maintained by the DTS Infrastructure team. This includes backup processing using the Tivoli backup methodology.
- Ongoing maintenance and support for the Sybase database server that the Finder and Taxi applications runs on. This virtual server is hosted and maintained by the DTS Infrastructure team. This includes backup processing using the Tivoli backup methodology.

AGENCY RESPONSIBILITIES

The Agency is responsible for:
- Providing direction and guidance for the scope
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering, QA testing, and sign off

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
Finder	These systems need to be available during normal business hours, Mon-Friday. They need to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.
Taxi	These systems need to be available during normal business hours, Mon-Friday. They need to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.
CLCS Loans	These systems need to be available during normal business hours, Mon-Friday. They need to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.
Imaging/Content Manager	These systems need to be available during normal business hours, Mon-Friday. They need to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.
Miscellaneous support	These systems need to be available during normal business hours, Mon-Friday. They need to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will

then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied